

Date: 27th October 2009						
Corrigendum No. II						
CA. No. 03/CIDCO/DC/SM/2009-10						
Study development & implementation of WEB based document Management solution & Digitisation of Document						
Sr No	Name of Agency	Section No	Clause No	Reference / Subject	Clarification sought	Clarification by CIDCO
1	M/s. Elogic	3.1	5	The Bidder (Prime bidder in case of consortium) should have experience of at least 1 project in implementing turn key projects enterprise Data Management System over 3 years of similar nature with the government / public sector organizations. The Scanning volume of project should be at least fifty lakh images	Do we have to provide three installations which are government and public sector or any 3 installations with at least one public sector or government Organization?	No changes
2	M/s. Elogic	4	para 3	A full maintenance for DMS, Software and hard ware components supplied would be required during the implementation period and also for a period of three years beginning from the time the entire scanning and indexing has been completed and the system is to use for the cidico users	It's mentioned that we need to maintain the System for 3 years after completion of backlog conversion. Request you clarify the following points 1) Do we, have do the on line scanning of the new incoming documents while backlog conversion is going on 2) Do we have to continue the online scanning till the end of 3 year after the backlog conversion? 3) What will be the scope of work after the completion of 3 years? 4) What are the mechanism / procedure for handing over the EDMS system after 3 years? It's mentioned that we need to maintain the System for 3 years after compilation of backlog conversion. Request you clarify	1. Methodology will be decided mutually after award of work for new documents during the backlog (if necessary). 2. Yes & 4. It will be decided after successful completion of project. 3

3	M/s. Elogic				It is mentioned that we need to do the backlog conversion of documents up to 30th Sep 2009, request you to give us the start date of documents for Backlog conversion	The document date may be from 1972
4	M/s. Elogic	4.1	c	Scanning and Indexing	It is noted that document sizes vary from A0 to A5, request you to give the approximate volume of each of the sizes, so that we can propose the best commercial offer	The 99% document will be A4 and legal size. Only 1 % document will be other sizes.
5	M/s. Elogic			Infrastructure	Its mentioned under infrastructure heading the EDMS server will eventually moved to DC, please let us the location of server till its moved to DC	It will be in CIDCO Bhavan only.
6	M/s. Elogic			General	Under the sub heading general it's mentioned that proposed DMS software should be interfaced with some of the existing software, can we propose as an optional Item in terms of cost per man month.	NO. Information will be used to know the capability of software.
1	CMC	4	4.1.d	The backed-up data is required to be stored in a secured place	Please confirm if CIDCO will provide the space or it has to be at supplier's premise.	Cidco will provide space
2	CMC	6	6.2.c	SLA for Scanning volumes	Please confirm if the monthly volume to be scanned is 20 lakh documents or pages (it should be pages if we consider the penalty clause). Incase, it's documents, what is the average no. of pages/images per document.	Please read document as pages or images
3	CMC	6	6.2	SLA definition, measurement and monitoring	What is the SLA (quality) for indexing?	Indexing quality as per mutually agreed SRS

4	CMC			No. of pages/documents to be scanned	Please validate the assumption that the 2-crore pages/images volume covers the backlog or does it also include some portion of live documents	Live document may be included with in 2 crore
5	CMC	Annexure D		Annexure D	Please provide an estimate on the break-up of the total volume across the different paper sizes – A4, A3, A2, A1, A0	As per corrigendum I
6	CMC		6	Service level Agreements	The penalties are on higher side. We request you that the total penalties under various provisions of contract should not exceed 10% of the contract value	No changes
7	CMC	7	Clause 7.1	Payment Terms - 5% amount will be with held as security deposit from each bill which will be released after the contract period/warranty period	Kindly clarify why 5% amount will be withheld by CIDCO as they are taking 10% performance bank guarantee for due performance of the contract	There is no one time payment. Payment will be realised through multiple bill. It is normal practice of CIDCO in such cases which will be released at the time of final bill.
8	CMC		Clause B	Estimated Scanning value	As per this clause, there shall be deviation of +-20% from the estimated figure. Kindly confirm how the bidder shall be compensated for such increase in quantities.	While quoting deviation of volume may be considered
9	CMC			Consortium	Kindly clarify if Consortium agreement is required. If yes, is there any format prescribed for the agreement	Consortium agreement is required. Agreement should reflect role & responsibility of both bidder

1	Sify	Section 4		Scope of Work (Page 14)	Multilingual Tags for indexing. Please provide the languages in which the indexing need to be done.	English & Marathi
2	Sify	Section 3, Clauses 3.1		The bidder(prime bidder in case of case of consortium)should have experience of at least 1 project implementing turn - key Enterprise Data Management System over the last 3 years of similar nature with the Government / Public sector organization . The scanning volume of the project should be at least fifty lakh images.	We are in the business of Imaging / Scanning and Document management solution for more than 3 years. We request you to relax the criteria to give fair chances to reputed vendors like us. Request you amend the clause as follows: "The bidder (Prime bidder in case of consortium) should have experience of at least 1 project implementing turn-key Enterprise Data Management System over the last 3 years of similar nature with the Government / Public sector organization. The scanning volume of the project should be at least 40 lakh images". This will give fair chances for multiple vendors to participate.	No change
3	Sify	Section 3, Clauses 3.1		the Document Management Solution offered by the bidder should have at least 3 installations. The scanning volume of each of these installations should be at least 50 lakhs pages.	We request to amend the clause as: " The Document Management Solution offered by the bidder should have at least 3 installation. The scanning volume collectively of these 3 installation should be at least 50 lakhs pages"	No change
4	Sify	Section 3, Clauses 3.1		The bidder (prime bidder in case of consortium) should have ISO 9001;2000 certification for the enterprise-wide business.	We request to include all ISO:2000 certification bidders to participate. Request you to consider the clause as: "The bidder (prime bidder in case of consortium) should have an ISO 9001:2000 certification".	No change

5	Sify	Section 4.1, Clause C	Scanning & Indexing Scanning of A5 to A0 Size document needs to be done.	What is the volume percentage of these different document sizes and their percentage in terms of how many can be scanned through the Automatic document Feeder of the scanner and how many have to be scanned through the formatted, book scanners Also, for large size formats A2, A1, A0 is there a permission to take these document outside the premises of CIDCO for scanning and processing. Please also let us know the number of pages per document to be scanned. And bifurcation of pages under A0, A1, A2, A3, A4, A5	As per corrigendum I
6	Sify	Section 4.1, Clause D	Backup Backup of the image file and the indexed data needs to be provided on hard discs.	This would be provided by CIDCO or the bidder has to take this cost also in to consideration for the backlog.	
7	Sify	Section 4.1, Clause 4	Scanning Documents which are torn or not in proper condition or illegible, these need to be converted in to ASCII or text form using OCR.	Request you to kindly elaborate on this. OCR can be performed on documents which are clear and printed. Is CIDCO looking at data entry of these documents and then storing the text file / word file in the DMS.	Where ever data entry will require it has to be done by bidder.
8	Sify	Section 4.1, Clause 5	General (Pages No. 20) DMS needs to be integrated with other systems.	Request you to kindly provide us with the interfaces and the system with which the integration needs to be done with the level of integration.	The information will be used to know the capability of the software.

9	Sify	Section 4.1, Clause 7		General (Pages No. 20) Scanning work can be done 12 hours a day.	Can we request for 24x7 working days as the work needs to be completed in 12 months. Please confirm on running 2/3 shifts per day.	will be decided mutually with successful bidder.
10	Sify	Section 6.2, Clause D		Page No. 28 SLA on DMS would be applicable once the backlog conversion of the documents is over.	Please confirm.	Yes . It will be with us and with 100 user licenses.
1	Newgen	4	4.1 Page 18	Functional Details/Scanning	Does vendor need to scan all pages or selective pages of file.	All pages
2	Newgen	4	4.1.C Page 18	Application Software (DMS) /Scanning and Indexing	Where will be the indexing information located on the file (Cover page/top of the file or inside the file)	On the top of the file in normal cases . In case of file containing sub file than indexing to be given in each sub file.
3	Newgen	4	4 Page 20	Functional Details/ Scanning/ Point No. 4	If document contents are not proper or illegible OCR won't work. Please clarify.	Bidder has to enter the data where ever it is necessary.
4	Newgen	4	4 Page 17	Scope of Work	Is proposed DMS expected to be web based. Or thick client based.	Web based
5	Newgen	4	4 Page 17	Scope of Work	Please mention the access controls like read, annotate, modify, Print, download etc. are required to be configured on the documents stored in DMS.	It will be decided at the time of SRS.
6	Newgen	4	4 Page 17	Scope of Work	Also mention the standard DMS functionalities like Annotations, version control, linking of documents, audit trails on documents & folders, password strengthening features.	It will be decided at the time of SRS.

7	Newgen	4	4 Page 17	Scope of Work	Is file movement system for achieving paperless office initiative by Government is expected from the proposed DMS which contains features like Linking of Note to Notes, Linking of Notes to Document, Confidential Notes, Printing of Note sheet. Is look and feel also expected like government file (left side note sheet and right side documents).	Will be given additional weightage during software evaluation.
8	Newgen	4	4.1c	Application Software (DMS)	How many documents are there of A4 / A3 / A2 / A1 / A0 size or Books ?	As per corrigendum I
9	Newgen	4	4.1c	Application Software (DMS)	Please explain the criteria for selection of the successful vendor as you have asked the pricing of various sizes	Evaluation will be decided by TEC, CIDCO.
					Systems Manager	
					CIDCO Ltd.	